

## **American Management Association's Powerful Communication Techniques**

### ***Learning Objectives***

- Manage Your Verbal and Nonverbal Communication
- Utilize Effective Communication Skills
- Listen Effectively

### ***A Closer Look at Communication***

- Identify and Remove the Roadblocks to Effective Communication

### ***Tools for Powerful Communication***

- Discuss the Role of Nonverbals in Powerful Communication
- Practice Using the Know-Feel-Do Model to Have More Powerful Communication
- Explain How to Positively Impact the Visual, Verbal, and Vocal Components of Communication